

JOB DESCRIPTION

Company Name: Light Mechanics (<https://www.lightmech.com/>)

Position Title: Coordinator - Service (Laser Machines)

No. of Positions: 1

Experience: Less than 2 Years (Fresher / Junior level)

Location: Bangalore

Employment Type: Full Time, Permanent

Role Category: Service Support

Education Qualification: Diploma / B.Tech Degree in Electronics / Electrical / Mechatronics or equivalent

Certifications Required: No

Travel Requirement: No

Role Purpose

To support the service department through technical coordination, service documentation, customer communication, and basic troubleshooting support for Laser Welding, Laser Cutting and Laser Marking machines, ensuring systematic reporting, timely closure of service tickets, and improved service efficiency.

Roles & Responsibilities

Service Coordination

- Coordinate service calls and assign cases to relevant service engineers.
- Follow up on service status, pending issues, and closure timelines.
- Maintain service schedule and coordinate spares/service requirements internally.

Technical Support (Remote/Office-Based)

- Assist in basic troubleshooting by coordinating with engineers and customers.
- Provide remote technical support (calls/email/WhatsApp support) when required.
- Capture issue details clearly and escalate critical technical issues to seniors.

Service Documentation & Reporting

- Prepare, update, and maintain: Service reports, Installation/Commissioning documents, Breakdown details, AMC / Service contract records (if applicable)
- Ensure service documents are properly signed/shared and filed systematically.
- Prepare weekly/monthly service MIS reports and dashboards.
- Update service logs and share reports with internal teams
- Customer complaint tracker

Customer Communication & Support

- Communicate professionally with customers for service updates, feedback, and report sharing.
- Maintain clear record of customer interactions and service history.

Process & Compliance Support

- Ensure service SOPs, formats, checklists are followed.
- Support internal audits / ISO documentation requirements related to service.
- Maintain database for recurring issues and lessons learned.

Cross-Functional Coordination

- Collaborate with internal teams to improve product performance.
- Share field/service feedback for continuous improvement.

Key Skills & Competencies

- Strong technical understanding of machines (Laser Welding/Cutting/Marking preferred)
- Good documentation skills (report writing, formatting, trackers)
- Good communication skills and customer handling
- Coordination skills and follow-up discipline
- Knowledge of MS Excel / Google Sheets

Preferred Candidate Profile

- Technically sound candidate (Diploma/Degree - Electronics/Electrical/Mechatronics)
- Comfortable working with service engineers and customers
- Organized, proactive, and responsible for closure-oriented coordination